

ATTACHMENT F (REVISED)
WITH CORRECTIONS VIA ADDENDA #1 THROUGH #7
ATTACHMENT F
ATTACHMENT F (REVISED)
CLIENT REFERENCES

As part of the response to this proposal, Offerors are required to submit three (3) client references for **EACH FUNCTIONAL AREA** for which qualification is sought. Offerors will supply the information including the designation of all client references for the selected category. Offerors must make copies of client reference forms equal to the number of functional areas for which they are applying and forward them to each client reference companies.

A service provider may use any desired client references, but the project references must fit the scope, complexity, and relevance to the functional area proposed. **The three (3) client reference surveys MUST be from projects, which were completed after 1/1/97, or are scheduled to be completed within 3 months or 90% or more complete (whichever is closer) of proposal due date.**

OFFERORS THAT HAVE RECEIVED THE COMPLETED “ORIGINAL”, NOT REVISED, ATTACHEMENT F, CLIENT REFERENCE SURVEY FROM THE CLIENT, DO NOT NEED TO HAVE THEIR CLIENTS COMPLETE THE REVISED FORM. THE MATERIAL PROVIDED IN THE REVISED DOCUMENT DOES NOT CHANGE THE SPECIFIC SURVEY QUESTIONS ASKED OF THE CLIENTS, BUT MORE CLEARLY STATES THE CLIENT SCORING AND POTENTIAL REFUSAL TO COMPLETE THE FORMS.

CLIENT REFERENCE SURVEYS

All three (3) Client Reference Surveys MUST be included in TAB 4.6 of the original technical volume as part of the Offeror’s proposal as follows:

- i. To ensure accuracy, Offerors must complete all the Project Header Information, prior to sending out the Client Reference Survey to the organization providing the reference.**
- ii. Client Reference Surveys should be completed INDEPENDENTLY by the organization providing the reference. Please DO NOT use subsidiaries or any other entity within your company as a Client Reference.**
- iii. The individual completing the Client Reference Survey MUST sign the completed survey with an ORIGINAL SIGNATURE.**

**STATE OF MARYLAND TECHNICAL SERVICES PROCUREMENT
CLIENT REFERENCE SURVEY**

INSTRUCTIONS:

The State of Maryland is developing a statewide Technical Services Procurement Contract. Proposals from Offerors **MUST** contain your completed and signed Client Reference Survey. The State will use your feedback to help determine service qualifications for vendor(s) who use you as a client reference. The Offerors have been asked to provide you with the correct number of copies of this survey form for you to complete and return to the company that sent you this Client Reference Survey.

- Since Offerors will be qualified separately in each of eight (8) possible technical functional areas and/or service sub categories, **a separate survey form must be completed for each service category** for which a vendor lists you as a client reference. If necessary, Offerors or clients may complete one form and make as many copies as may be necessary. Clients may then sign each copy as an original.
- **Clients may refuse to complete this form. Refusal should be noted on the form. Offerors may supply certain basic information about your project and the State of Maryland may contact you directly.**
- **Client Reference Surveys MUST be completed INDEPENDENTLY by the company providing the reference. Please DO NOT use subsidiaries or any other entity within your company as a Client Reference.**
- **The individual completing the Client Reference Survey MUST sign the completed survey with an ORIGINAL SIGNATURE.**
- **In order to maintain confidentiality of the completed Client Reference Surveys the individual completing the Client Reference Survey MUST return it to the vendor in a sealed envelope. In addition, the individual completing the Client Reference Survey MUST sign their name on the envelop seam.**

Only Projects completed after 1/1/97 should be included in the survey.

The survey form has project header information and eight questions. Project header items include project name/title, brief description of project, start/end dates into which this project fits. Following the header information, each of the eight questions has a sliding scale for you to rate the vendor and an area for specific comments. The number on the scale which corresponds to the performance you experienced is to be circled, and comments appropriate to each question may be added. When answering the questions, consider only that form's intended category. The following definitions are to be used for the rating values on the sliding scale:

- 10 -- Consistently exceeds customer expectations (more than 91% and above of the time)
- 9 -- Frequently exceeds customer expectations (between 81% and 90% of the time)

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- 8 -- Occasionally exceeds customer expectations (between 71% and 80% of the time)
- 7 -- Meets customer expectations (between 61% and 70% of the time)
- 6 -- Occasionally fails to meet customer expectations (between 51% and 60% of the time)
- 5 -- Fails to meet customer expectations (between 41% and 50% of the time)
- 4 -- Fails to meet customer expectations (between 31% and 40% of the time)
- 3 -- Fails to meet customer expectations (between 21% and 30% of the time)
- 2 -- Fails to meet customer expectations (between 11% and 20% of the time)
- 1 -- Fails to meet customer expectations (between 1% and 10% of the time)
- 0 -- Never meets customer expectations

WITH CORRECTIONS VIA ADDENDA #1 THROUGH #7
CLIENT REFERENCE EVALUATION FORM

To ensure accuracy, Offerors must complete all the Project Header information prior to Question One (1), before sending out the Client Reference Survey to the organization providing the reference.

PROJECT HEADER INFORMATION:

Name of Organization Providing Reference: _____

Name of Contractor for which you are supplying a Client Reference:

Project Name/Title: _____

Brief Description of Project: _____

Project Start Date (Month/Year): _____

Project End Date (Month/Year): _____ (End Date cannot be earlier than 1/1/97)

Please indicate the service category or subcategory represented by this project, by circling the appropriate service category below.

Enterprise Service Provider (ESP)

Electronic Commerce (EC)/Electronic Data Interchange (EDI) Support

Electronic Document Management

Geographical Information Systems (GIS)

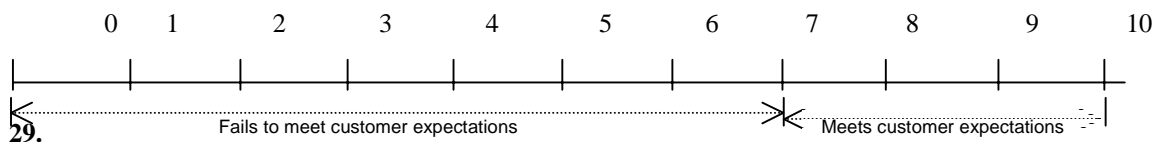
Software Engineering

Systems/Facilities Management and Maintenance

Information System Security Support Services

Application Service Provider (ASP)

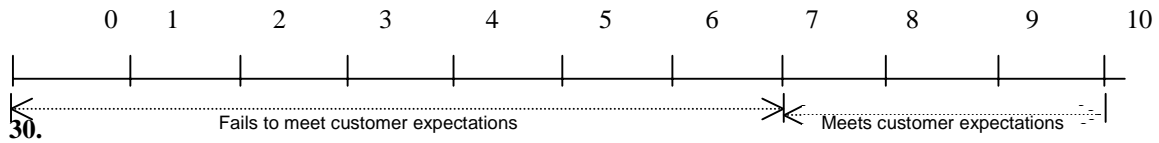
1. How would you rate the Contractor's philosophy and attitude toward your company as a client?



Comments: _____

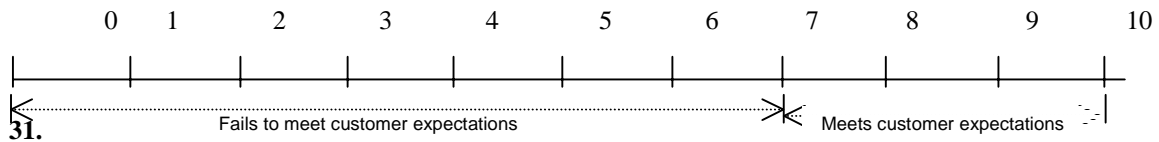
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2. How would you rate the Contractor's performance on your specific project, relative to understanding your business practices and standards?



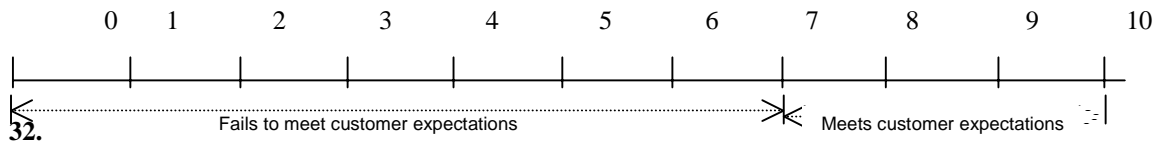
Comments: _____

3. How would you rate the Contractor's performance in the use of advanced technology and commitment (adherence) to your IT architecture standards and practices on your specific project?



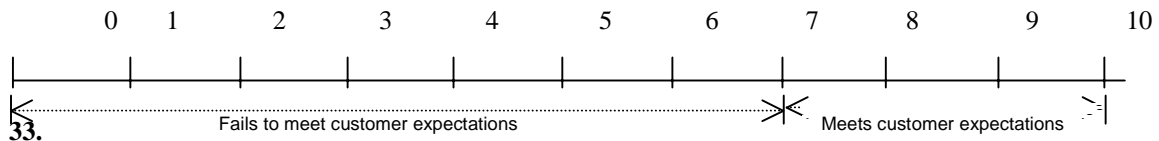
Comments: _____

4. How would you rate the Contractor's performance on the services and deliverables required for your specific project?



Comments: _____

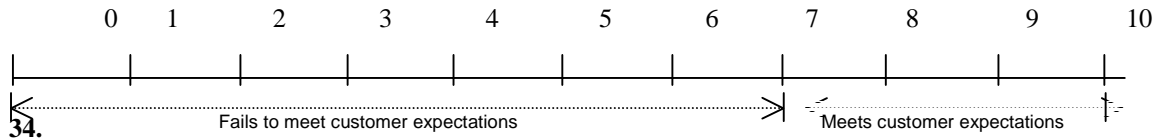
5. How would you rate the Contractor's estimating and actual performance on the budgeting aspects of your specific project?



Comments: _____

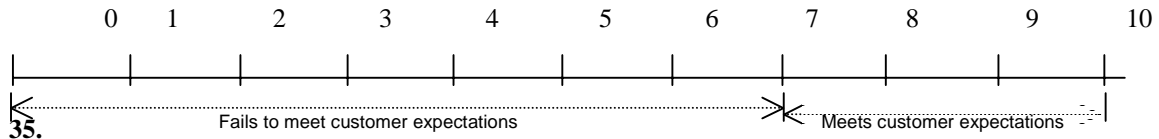
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6. How would you rate the Contractor's estimating and actual performance on the scheduling aspects of your specific project?



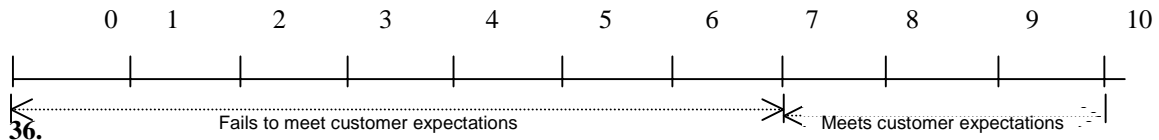
Comments: _____

7. How would you rate the Contractor's performance on providing adequate staffing, including the education and certification attributes, and other resources needed for your project?



Comments: _____

8. How would you rate the Contractor's overall performance on your specific project?



Comments: _____

COMPANY: _____	SIGNATURE: _____
DATE: _____	TITLE: _____